

# Unemployment Insurance

## A Guide To Benefits and Employment Services



### Read This Book To Learn:

How Unemployment Insurance works

How to get help with your job search

About retraining opportunities

Sign up for Direct Deposit of your benefit payments.

**[www.mass.gov/dua](http://www.mass.gov/dua)**



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

## **About this booklet**

As a new Unemployment Insurance (UI) claimant, you should review this booklet to understand your eligibility and responsibility for collecting UI benefits, the process for filing weekly UI benefits, and where to get help for job search and problem resolution. This booklet is intended to provide general information about collecting Unemployment Insurance. For more complete Unemployment Insurance information, including a list of frequently asked questions and answers, please go to [www.mass.gov/dua](http://www.mass.gov/dua).

Throughout this booklet, Unemployment Insurance may be referred to as UI and the Department of Unemployment Assistance as DUA.



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## Important:

**Weekly Certification:** You must claim weekly benefits by phone or web. If you do not claim benefits for even one week, your claim will be closed. You may reactivate it by calling TeleClaims. Refer to page 3.

**Tax Withholding:** Your unemployment insurance benefits are taxable. You can elect to withhold your federal and/or state taxes. Refer to page 15.

**Direct Deposit:** Your benefit payment can be electronically deposited into your checking or statement savings account. Refer to page 16.

**Approved Training:** If you need training to help you find new employment, you may be eligible for up to an additional 26 weeks of UI benefits. Refer to page 5 section 7.

# Overview of the Benefits and Services Provided by DUA

The Massachusetts Department of Unemployment Assistance (DUA) provides unemployment insurance (UI) benefits and transitional services to help Massachusetts citizens get back on the road to re-employment.

Unemployment Insurance is a temporary income protection program for workers who have lost their jobs but are able to work, available for work and looking for work.

1. **UI Benefits:** Claimants receive a weekly benefit of approximately 50 percent of their weekly wage, up to a maximum of \$653 per week. The maximum number of weeks a claimant can collect full benefits is 30 (capped at 26 weeks during periods of extended benefits). If you are eligible for UI benefits in Massachusetts, you will receive a weekly payment for the prior week's benefit. If you have children, you may be eligible to receive an additional \$25 per child per week up to a maximum of 1/2 of your weekly benefit amount.
2. **Health Insurance Coverage:** If you are eligible for Unemployment Insurance benefits in Massachusetts and you are a resident of MA, and meet certain income eligibility guidelines, you and your family may also qualify for health insurance coverage under the Medical Security Program (MSP). You will receive additional information about the MSP along with an application form in a separate mailing within 10 days of the date when you filed your claim for UI benefits. If you do not receive the MSP package, or if you would like more information about the MSP, go to **[www.mass.gov/dua/msp](http://www.mass.gov/dua/msp)** or please call 1-800-908-8801.

3. Customer Service: DUA provides three (3) ways for claimants to interact with the agency:
  - a) By telephone, you can file new claims and reopen claims for benefits, get help for resolving problems, and obtain information on your claim and on the Unemployment Insurance program.  
(1-617-626-6800 or toll free 1-877-626-6800 from area codes 351, 413, 508, 774, 978)  
To ensure that everyone can reach an agent without experiencing long wait times or busy signals, please adhere to the schedule below.

<b>If the last digit of your Social Security number is:</b>	<b>Assigned Day to Call Teleclaims is:</b>
0, 1	Monday
2, 3	Tuesday
4, 5, 6	Wednesday
7, 8, 9	Thursday
Any last digit	Friday

- b) Meeting with DUA staff in UI Walk-In sites located at One-Stop Career Centers. You can get assistance with filing a new claim for UI, reopen an existing claim, or resolve problems with your claim. You can also attend seminars at these Career Centers. These seminars include information on your rights and responsibilities while collecting Unemployment Insurance and services available to you, including re-employment assistance, and are open to all claimants, whether you file your claim in person or by phone.
  - c) Through interactive voice response system (IVR) and online via the web.
4. Electronic Weekly Claims Filing: DUA provides two secure electronic methods to claim weekly UI benefits - using WebCert on the Internet and TeleCert via the phone. You can use either WebCert or TeleCert interchangeably. WebCert is available in English while TeleCert is available in both English and Spanish. With WebCert, you can also get an update on your UI claim and check status, change your income tax withholding and review your 1099-G statement. Refer to Section "How to Claim Your Weekly UI Benefits" on page 3 for instructions.

# How to Claim Your Weekly UI Benefits

**For WebCert:** Go to [www.mass.gov/dua/webcert](http://www.mass.gov/dua/webcert) and login to WebCert using your username and password.

**For TeleCert:** Call 1-617-626-6338 and access TeleCert using your Social Security Number and 4-digit DUA Personal Identification Number (PIN). You may choose English or Spanish.

## During this time period:

Sunday to Friday, 7:00 am – 7:00 pm. Sunday hours have been extended to 10:00 pm. Sunday is the first day of the week you can file a claim for benefits for the prior week. WebCert and TeleCert are not available on Saturdays and legal holidays.

## Answer three questions:

During the week claimed,

1. Did you look for work?
2. Were you able to work and available for work?
3. Did you work? If “yes”, please indicate the amount of your gross earnings, including holiday pay, in dollars and cents for that week.

## Wait for confirmation:

For WebCert users, you will receive a confirmation on your PC screen that your filing is complete, which you can print. For TeleCert users, you will hear a confirmation message that your filing is complete. Be sure to wait until you get the confirmation before exiting WebCert or TeleCert.

## Important Note:

- WebCert and TeleCert are used to claim benefits only for the week that just ended. If you want to claim benefits for any week other than the prior week, you must contact the DUA TeleClaim Center.
- If you do not claim benefits for even one week - because you returned to work, or for other reasons - your claim will be closed. You may reactivate it by calling the DUA TeleClaim Center.
- Creating or changing your PIN - When you filed your initial claim, you were asked to create your PIN. If you do not remember your PIN, or need to change your PIN, call the PIN Service Line at 1-617-626-6943 from 7:00 am to 7:00 pm Sunday through Friday. You will need a touch-tone phone - simply follow the step-by-step instructions to create/change your 4-digit PIN.

## Overview of your rights and responsibilities

It is your responsibility to file weekly claims for UI benefits and to keep us informed about your employment status. Failure to report employment and wages while collecting UI benefits may result in penalties and/or prosecution.

1. **File Initial Claim:** You must contact our TeleClaim Center in order to file your initial claim or reactivate an existing claim. The telephone number to call is 1-617-626-6800 or toll free 1-877-626-6800 from area codes 351, 413, 508, 774, 978. The TTY/TDD number is 1-617-626-5666. The expanded hours are Monday to Friday, 8:30 am - 4:30 pm .
2. **Filing Weekly Claims:** You must file weekly claims for UI benefits. It is important that you answer the questions on WebCert or TeleCert completely and accurately. Errors can cause a delay in your benefit payment.
3. **Work Search Requirement:** Federal regulations require that UI claimants conduct an active work search while collecting UI benefits. As a condition of eligibility, the Massachusetts Department of Unemployment Assistance requires that you do the following each week:
  - a) Make a minimum of three work search contacts in each week for which benefits are claimed
  - b) Keep a written log of those work search contacts
  - c) Provide a work search log to DUA upon request

A copy of the Work Search Activity Log can be downloaded from [www.mass.gov/dua/worksearch](http://www.mass.gov/dua/worksearch).

4. **Tax Responsibility:** Your UI benefits are taxable and you are responsible for paying federal and state taxes on your UI benefits. You may request to have federal and/or state taxes automatically withheld from your weekly benefit checks and forwarded by DUA to the federal IRS and state DOR by completing the Income Tax Withholding Request Form on page 15. You may also print a copy of this form from our website or submit income tax withholding online at [www.mass.gov/dua/webcert](http://www.mass.gov/dua/webcert).



5. **Change in Employment Status or Wages:** Once you return to full-time work, your eligibility ends. You do not have to call us – simply stop claiming weekly benefits. If you get a part-time job while collecting UI benefits, report your earnings on your weekly claim filing. You are allowed to earn a portion of your benefit rate before deductions are made from your check. You may be eligible for partial benefits during your benefit period. You must inform DUA (1-617-626-6800 or toll free 1-877-626-6800 from area codes 351, 413, 508, 774, 978) if you are sick, injured, attending school or are unable to work during any week for which you claim benefits.
6. **Updating Personal Information:** If you move, make sure you call TeleClaim with your new mailing address (1-617-626-6800 or toll free 1-877-626-6800 from area codes 351, 413, 508, 774, 978). Your UI check cannot be forwarded.
7. **Approved Training:** Under Section 30 of the Unemployment Insurance Law, you can apply for approved training if you think you need training to help you find new employment. Please note that DUA does not fund your training costs. For more information on applying for approved training while collecting UI benefits, go to [www.mass.gov/dua/training](http://www.mass.gov/dua/training) or contact your One-Stop Career Center.
8. **Fraud Prevention:** To prevent fraud, DUA matches records with those of other state and federal agencies including the Social Security Administration, the State Department of Corrections, and others.

The Cross-Match program compares wage records compiled in Massachusetts and nationally. DUA also compares state and national new hire reports to UI records to ensure that claimants who have returned to work full-time are no longer collecting benefits and claimants who are working part-time are reporting accurate earnings.

Protecting the integrity of the UI Trust Fund, which pays employees' benefits, is a responsibility DUA takes very seriously. The DUA Fraud Hotline at 1-800-354-9927 is available for concerned citizens to report instances of fraud and abuse.

# Help Finding a Job

## One-Stop Career Center Services

If you are unemployed or looking for a better job, the state's network of One-Stop Career Centers can help. Conveniently located across the state, the One-Stop Career Centers offer employment services that allow you to work on your job search in an environment that is comfortable for you. Career Center staff members are committed to helping you land the right job by providing you with one-on-one counseling, workshops, written handouts, or all of the above – whatever best suits your employment search needs.

Hours of operations vary from center to center. To find a Career Center near you, call 1-877-US 2 JOBS or go to [www.mass.gov/careercenters](http://www.mass.gov/careercenters) <http://www.mass.gov/careercenters>.

## Re-Employment Services

If you are collecting Unemployment Insurance benefits and are unlikely to return to your former job, the Re-Employment Services (RES) program can introduce you to job search services that can help you get back to work. This mandatory program is sponsored by the Department of Workforce Development, Department of Career Services, the Department of Unemployment Assistance and the Massachusetts One-Stop Career Centers with funding support from the U.S. Department of Labor.

If you have been permanently laid-off, within a week or two of collecting your first payment, you may receive a letter requiring you to attend a Career Center Seminar, which will give you information on the services available to you. These seminars are held at all Career Centers and you may select the center most convenient to you.

Once you receive a letter, you will be instructed to call the Automated Career Center Seminar Scheduling System to schedule your seminar attendance.

The primary goal of the seminar is to connect people who are looking for a job to the many job search resources available at Massachusetts One-Stop Career Centers. The Career Center Seminar is designed to inform you how the Career Center can help you:

- Prepare to find your next job
- Explore options to upgrade your skills and/or change career
- Access specialized services
- Connect you to community resources.

RES participants will complete a job search readiness inventory during the CCS and will work with Career Center staff to complete a Career Action Plan (CAP) to determine the appropriate next steps in finding employment.

If you are unable to schedule and attend a Career Center Seminar by the date assigned, it is important that you reschedule by calling or visiting your local One-Stop Career Center. Rescheduling is acceptable for “good cause” reasons only, which may include scheduling conflicts with other job search activities and/or other factors that are beyond your control.

Failure to attend the Career Center Seminar may cause a delay in payment or loss of your weekly Unemployment Insurance benefits.

## **Understanding Unemployment Insurance**

Unemployment Insurance (UI) is a temporary income protection program for workers who have lost their jobs through no fault of their own. Funding for UI benefits comes from quarterly contributions paid by the state’s employers to the Department of Unemployment Assistance (DUA); no deductions are made from employees’ pay checks. Each employer’s contribution rate is based on the employer’s experience with layoffs and UI benefits paid to former workers in the prior year.

### **Employees Covered by UI Law**

Under the law, most workers are covered by the Unemployment Insurance program.

However, workers in the following categories are not eligible to collect benefits:

- Employees of churches and certain religious organizations
- Worker trainees in a program administered by a nonprofit or public institution
- Real estate brokers or insurance agents who work on commission basis only
- Consultants working independently
- Elected officials and certain government officials in policy-making and advisory positions
- Members of a legislative body or the judiciary

## **Eligibility for UI Program**

Initial eligibility for benefits is based on your earnings and the reason for separation from your employment. You must have earned at least \$3,500 during a period of time specified by law and at least 30 times the amount you would be eligible to collect weekly in UI benefits.

Ongoing requirements include being able to work, being available for work and conducting an active search for new employment. Your eligibility for weekly benefits may be affected if:

- You refuse, quit or are fired from a job
- You are receiving any kind of pension
- The amount of your pension changes

Ongoing requirements include being able to work, being available for work and conducting an active search for new employment. Your eligibility for weekly benefits may be affected if:

- You refuse, quit or are fired from a job
- You are receiving any kind of pension
- The amount of your pension changes
- You are attending school, college or training full-time without obtaining DUA approval
- You received vacation pay
- You are receiving Workers' Compensation
- You apply for or receive UI benefits from any other state or federal program
- You become self-employed
- You have a previous overpayment
- You requested that your claim be predated

Your benefits may be interrupted for any of these reasons and a service representative will contact you and complete the necessary fact-finding and make a determination on your eligibility. If you are disqualified, you have the right to appeal the decision and to have a hearing.

## **Your Right To Appeal**

If you are disqualified, you will receive a written Notice of Disqualification and information on how to file an appeal. You may appeal the disqualification by requesting a hearing. To request a hearing, just complete the bottom of your disqualification notice, indicating you want to appeal the decision. Appeals may be filed by mail, fax, or in person

at a DUA Walk-in site. Your request must be in writing and filed within 10 calendar days of the mailing date of the Notice of Disqualification.

It is very important to continue filing weekly benefits if you decide to appeal and are waiting for your hearing. Continue to claim benefits using TeleCert or WebCert. Should you win your appeal, you will then receive your benefits for those weeks that you have signed. Remember to also keep a log of your work search activities.

### **Requalifying Wages**

If you are disqualified on a separation issue and your disqualification is not overturned on appeal, you may be able to requalify for Unemployment Insurance benefits if you have returned to work for at least eight weeks and have had gross earnings equal to or greater than your weekly benefit rate during each of those eight weeks.

After these eight or more weeks of employment, your separation from your employer must be an approvable separation, such as lack of work or another approvable issue.

### **Overpayment**

An overpayment occurs when you receive benefits (monies) to which you were not entitled. Repayment is required.

If the overpayment occurred because you failed to provide required information, or you provided erroneous information, you are considered to be “at fault”. If you fail to repay an “at fault” overpayment, an interest penalty, at the rate of 1% per month, will be assessed against the outstanding overpayment balance. You may also be required to serve penalty weeks in addition to repayment of the debt.

Even if the overpayment was not your fault, you are still required to repay the amount to which you were not entitled. You may request a waiver and, under specific conditions, your non-fault overpayment may be waived.

A “Request for Waiver of Overpayment” application, requires completing information on your income, financial assets and property. To request an application call 617-626-6300.

### **If You Have Moved From Massachusetts**

If you worked in Massachusetts and moved to another state, your claim will still be subject to Massachusetts law and to the same requirements as if you were still living in the Commonwealth. Claims filed by Massachusetts workers who move to another state are known as

“Interstate” claims.

When you move out-of-state, you must contact the nearest unemployment insurance office in that state to file a claim against Massachusetts.

Once you have established your Interstate claim, if you have any questions, you may contact the Massachusetts DUA Interstate Department at (617) 626-6140.

If you have a question about your check status, you may call 617-626-6563. For more information, please refer to our website at [www.mass.gov/dua](http://www.mass.gov/dua).

## **UI Benefits for “On-Call” and Temporary Workers**

### **On-Call Workers**

“On-call” work means:

- that you work for an employer whenever that employer needs you, and
- you have no set schedule of hours.

### **How This May Affect Your Unemployment Insurance Claim**

In certain instances, if you have been determined to be an “On-Call Worker,” it means that you may not qualify for Unemployment Insurance benefits for any week that you work, or that work is available to you from your on-call employer.

This determination is based on information from you and the employer. The DUA service representative who makes this determination on your claim will explain the law as it applies to you.

### **Temporary Employment**

If you are registered with a temporary agency and have completed a temporary assignment for a client company, you must contact the temporary agency before filing for Unemployment Insurance benefits. If additional work is not available, you may file an Unemployment Insurance claim. Refusal of additional assignments or failure to contact the temporary agency may result in denial of UI benefits.

# How Your Benefits Are Determined

There are two determinations made on your claim to determine your eligibility. One is called a monetary determination. This will detail your eligibility for benefits based on your earnings. The other is your eligibility based on the circumstances of your separation from your employer.

## Waiting Period

The first week of your claim for which you are eligible to receive benefits is your “waiting period”. Massachusetts law requires this waiting period. You will not receive payment for this week. Every effort will be made to make a determination of your eligibility for benefits three weeks from the week you filed your claim. The total amount of weeks for which you are eligible is not reduced by this waiting period. You serve only one waiting period during your benefit year, even if you close and reopen your claim several times during your benefit year.

## Part 1: Monetary Determination

Your monetary eligibility will include the amount of benefits you are potentially eligible to collect, the duration of your benefits, the maximum amount you can earn on your part-time job before your benefits will be reduced, and any dependency allowance you may be eligible to receive if you have applied for the allowance.

You will receive a notice outlining your monetary eligibility. If you disagree with the determination, you have a right to appeal.

## Part 2: Reasons for the Separation

DUA will send a request for separation information to all employers for whom you worked during the 15 months prior to filing your claim. Any employers for whom you have worked during the last eight weeks are considered an “interested party” to your claim. This means they have a right to protest your claim, particularly if you quit your job without “good cause” or were fired for misconduct.

DUA decisions are made based on the law. After collecting all necessary information from you and your former employer(s), DUA will make a determination on your eligibility. Both you and your former employer(s) have the right to appeal this determination.

## **The Benefit Rate and Benefit Credit**

Claimants receive a weekly benefit of approximately 50 percent of their average weekly wage, up to the maximum set by law. The current maximum benefit rate is \$653 a week.

The duration of benefits – the maximum number of weeks you would be able to collect benefits – is determined by the total amount of your wages paid and the amount of your benefit rate. The maximum number of weeks a claimant can collect full benefits is 30 weeks (capped at 26 weeks during periods of extended benefits.) However, many individuals qualify for less than 30 weeks of coverage. The maximum benefit credit amount is \$19,590, which equals \$653 a week for 30 weeks.

To be eligible for benefits, you must have been paid wages in the base period of at least 30 times your weekly benefit rate.

Benefit rate calculation formula can be accessed on our web site at [www.mass.gov/dua](http://www.mass.gov/dua).



## Business Hours and Phone Numbers based on Activity

File a Claim	TeleClaim Center
Re-activate Your Claim	1-617-626-6800
Change Your Address	1-877-626-6800 toll-free
For Customer Assistance	(from area codes 351, 413, 508, 774, 978) Expanded hours: Monday to Friday 8:30 am - 4:30 pm. (TTY/TDD: 1-617-626-5666)

<u>Claim weekly UI benefits</u>	<u>TeleCert 1-617-626-6338</u>
	phone (in English and Spanish) Sunday – Friday 7:00 a.m. to 7:00 p.m. Sunday hours have been extended to 10:00 pm.

<u>Verify your UI check status</u>	<u>Check Status Service</u>
	1-617-626-6563

<u>Change Your PIN (Personal Identification Number)</u>	<u>PIN Service 1-617-626-6943</u>
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<u>Resolve problem</u>	<u>Problem Resolution Unit</u>
Provide feedback	1-617-626-5400

<u>Request/change Tax</u>	<u>Income Tax Withholding</u>
Withholding from your UI check	Unit 1-617-626-5829

<u>Get information/apply for Health Insurance</u>	<u>Medical Security Program</u>
	Office 1-800-908-8801

<u>Answer questions on</u>	<u>Child Support Unit</u>
Child Support	1-617-626-6393

<u>Resolve Overpayment,</u>	<u>Overpayment Recovery</u>
<u>Establish Re-payment,</u>	<u>Unit 1-617-626-6300</u>
<u>Request Overpayment Waiver</u>	

<u>Get help for an</u>	<u>Interstate Department</u>
Interstate Claim	1-617-626-6140

<u>Report Fraud</u>	<u>Fraud Hotline</u>
	1-800-354-9927

## Business Hours and Phone Numbers based on Activity (cont.)

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Apply for Approved Training

Section 30 Office  
1-617-626-5375

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Get information on a pending  
Appeal Hearing Hearings  
Interactive Voice Response  
System (IVRS)

Hearings Department  
1-617-626-6561

Hearing main lines:

Boston

1-617-626-5200

Lawrence

1-978-738-4400

Brockton

1-508-894-4777

Springfield

1-413-452-4700

Special numbers for TDD/TTY  
For use with a TTY machine

1-800-439-2370

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Relay service for use by deaf  
and hard of hearing individuals

1-800-439-0183 or 711

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To find a Career Center near you

1-877-US 2 JOBS

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Bilingual services may be available upon request.

# Income Tax Withholding Request Form

**You can complete this form online at [www.mass.gov/dua](http://www.mass.gov/dua). There is no need to follow up with a mailing or fax, as this updates your preference on your claim right away.**

Complete and submit this form only if you:

1. Want DUA to withhold taxes from your benefit payments or
2. Want to change your tax withholding status with DUA

Check One

- ☐ I hereby authorize and request the withholding of both **federal and state income taxes** from my Unemployment Insurance benefit payments. I understand that federal taxes will be withheld at the rate of 10 percent and state taxes at the rate of 5.3 percent of my gross weekly payable benefit amount.
- ☐ I hereby authorize and request the withholding of **federal income taxes only** from my Unemployment Insurance benefit payments. I understand that federal taxes will be withheld at the rate of 10 percent of my gross weekly payable benefit amount.
- ☐ I hereby authorize and request the withholding of **state income taxes** only from my Unemployment Insurance benefit payments. I understand that state taxes will be withheld at the rate of 5.3 percent of my gross weekly payable benefit amount.
- ☐ Please discontinue the withholding of **federal and state income taxes** from my Unemployment Insurance benefits.
- ☐ Please discontinue the withholding of **federal income taxes** from my Unemployment Insurance benefits.
- ☐ Please discontinue the withholding of **state income taxes** from my unemployment insurance benefits.

**If you need assistance completing this form, call 617-626-5829.**

Print name \_\_\_\_\_

Signature \_\_\_\_\_

Social Security Number \_\_\_\_\_

Date \_\_\_\_\_

Return completed form to:

Department of Unemployment Assistance  
Income Tax Withholding Unit  
P.O. Box 8070  
Boston, MA 02114

or Fax to:

617-727-4303

## **Direct Deposit Service**

Direct deposit is available to new and existing claimants receiving unemployment benefit payments. With Direct deposit, your weekly unemployment payment is electronically deposited into a checking or statement savings account that you own. Direct deposit offers many benefits:

- A fast, safe and reliable way to access your unemployment benefit payments
- Direct deposit eliminates the waiting time for a check to arrive by mail and prevents the occurrence of lost or stolen checks
- There is no hassle to get to the bank before closing time to deposit a paper check
- Better yet, there is no fee for using direct deposit

## **Sign up for Direct Deposit by Phone or Web.**

DUA provides two easy and secure ways to sign up for direct deposit. To sign up by phone, call 1-617-626-6800 and select option 3. Follow the instructions and enter the information using the keypad of your telephone as requested. To sign up via the web, log in to [www.mass.gov/dua/webcert](http://www.mass.gov/dua/webcert) and enter the information online. Please have the following information handy: your Social Security Number, your TeleCert PIN or WebCert userid and password, the routing number of your financial institution and the account number of your checking or statement savings account. Be sure to get a confirmation message for your request before exiting the service.

For more information, including step-by-step instructions for direct deposit signup by phone or web, and questions and answers related to Direct Deposit, go to [www.mass.gov/dua/epay](http://www.mass.gov/dua/epay) or call our TeleClaim Center at 1-617-626-6800.

## **Coming Soon – Debit MasterCard®**

# Find a One-Stop Career Center or Unemployment Insurance Walk-In Service Near You

## Massachusetts One-Stop Career Center Services

- Job search assistance
- Career planning information
- Workshops on job search techniques including interviewing, networking, and resume writing
- Data on the current statewide and local job market
- Resources to help you find the right training opportunities
- Tools to help you conduct an effective job search

Hours of operations vary from center to center. To find a Career Center near you, call **1-877-US 2 JOBS** or go to **[www.mass.gov/careercenters](http://www.mass.gov/careercenters)**.

## Unemployment Insurance Walk-In Services

- Filing a claim
- Re-activating your claim
- Changing your address
- Assistance with UI questions or issues

Call the TeleClaim Center at 1-877-626-6800 from area codes 351, 413, 508, 774 and 978 or 1-617-626-6800 from any other area code. For TTY/TDD, call 1-617-626-5666.

If you are not able to file an unemployment insurance claim or obtain claim-related assistance by calling the TeleClaim Center, you can obtain unemployment insurance walk-in services at most Career Center locations. For hours of operation, contact your local One-Stop Career Center or go to **[www.mass.gov/dua](http://www.mass.gov/dua)** - select Find UI Walk-In Services.

## **Greater Boston**

### **Boston**

JobNet

Career Link (No UI Walk-In service)

The Work Place (No UI Walk-In service)

Department of Unemployment Assistance  
(UI Walk-In services only)

### **Cambridge**

Career Source

### **Everett**

Career Source

(Limited services)

### **Marlborough**

Employment and Training Resources

### **Newtonville**

Employment and Training Resources

### **Norwood**

Employment and Training Resources

### **Woburn**

The Career Place

## **Northeastern Massachusetts**

### **Gloucester**

North Shore Career Center of

Gloucester (Limited services, no UI Walk-In)

### **Haverhill**

ValleyWorks Career Center

### **Lawrence**

ValleyWorks Career Center

### **Lowell**

Career Center of Lowell

### **Lynn**

North Shore Career Center of Lynn

### **Salem**

North Shore Career Center of Salem

## **Southeastern Massachusetts**

### **Attleboro**

Attleboro Career Center

### **Brockton**

CareerWorks

### **Fall River**

Fall River Career Center

**Hyannis**

Career Opportunities Hyannis

**New Bedford**

Greater New Bedford Career Center

**Plymouth**

Plymouth Career Center

**Quincy**

Quincy Career Center

**Taunton**

Taunton Career Center

**Wareham**

Wareham Career Center

**Central Massachusetts****Gardner**

Career Center of North Central  
Massachusetts (Limited services)

**Leominster**

Career Center of North Central  
Massachusetts

**Milford**

Workforce Central Career Center

**Southbridge**

Workforce Central Career Center

**Worcester**

Workforce Central Career Center

**Western Massachusetts****Greenfield**

Franklin/Hampshire Career Center

**Holyoke**

CareerPoint

**Northampton**

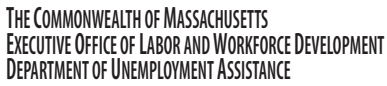
Franklin/Hampshire Career Center

**Pittsfield**

Berkshire Works

**Springfield**

FutureWorks



這本小冊子告訴你失業保險計劃的一般情況、你在領取失業保險金時的權利和責任，以及其他重要信息。很重要，請翻譯。這本小冊子有中文本。

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Este libro incluye información sobre el programa de seguro de desempleo, sobre sus derechos y responsabilidades mientras recibe sus beneficios UI y más información de importancia. Es importante que se traduzca. Este folleto está disponible en español.

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